

Do you have  
an NHS  
complaint?



**POhWER**

Voices Heard • Lives Empowered

# Independent Health Complaints Advocacy Service

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If you are unhappy with the care and treatment of an NHS service you can make a complaint.

Our Independent Health Complaints Advocates can help you to do this.

Our Independent Health Complaints Advocacy Service is:

- Free
- Independent
- Confidential



An Independent Health Complaints Advocate will:

- listen to your concerns
- support you to make a complaint about care and treatment provided or funded by the NHS
- answer any questions about the complaints procedure and explain your options
- provide information and self help tools
- work with you and provide you with as much or as little support as you need
- signpost you to other local support services.

An Independent Health Complaints Advocate cannot help with legal matters or compensation claims.



# Contact Us

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Email - [nhscomplaints@pohwer.net](mailto:nhscomplaints@pohwer.net)



Telephone - 0300 456 2370

(charged at local rate)



Text - send the word 'pohwer' with your name and number to 81025



Post - PO Box 17943, Birmingham, B9 9PB



Website - [www.pohwer.net](http://www.pohwer.net)

**If you have difficulties reading this leaflet we can provide information in a way to suit you.**

We can provide information in:

- Different languages
- Braille
- Large print
- Easy Read
- Audio format
- We have access to BSL interpreters.

